

Clover Health

There's no better Medicare plan

Clover Health | Applied GA 2021 Certification

As we quickly approach AEP, Clover Health understands agents are excited and eager to sell and become appointed to sell our plans. See below to find steps to certify, appointment, and have your agents become Ready to Sell (RTS).

For agents to become certified to sell our 2021 Medicare Advantage Products, an agent is required to pass our 2021 Certification Program through the Miramar: Agent online certification link and attend a Face to Face webinar.

Below are the Miramar: Agent and your Agency's **unique** Registration Code. Please forward this link and unique Registration Code to your agents along with the linked User Guide to provide them access to register and continue to the Certification Program under your Agency.

Unique Agency Registration Code: **CloverRTS2021AppliedGA**

Agents should complete the 2021 Certification Program by 11:59 pm, Eastern Time, September 30, 2020.

Miramar – Appointment Website

- Miramar website: www.miramar-agent.com to the portal and access the program from your dashboard to start certification.
- If an agent is logging in for the first-time logging into Miramar then click “register as an agent”
 - Once you register as an agent, you will have to verify your SSN.
 - Agent will then enter “Registration Code” on the main dashboard.
- If you have an account in Miramar already, please login as you normally would.
 - If you forgot your login credentials username/password/security question, please reach out to our Broker Support team brokers@cloverhealth.com or (855) 979-2236. Our team can help provide your credentials to log into Miramar if you are running into any questions.
- If you are using an ios (Apple/Mac) platform, please make sure that you are using Chrome and not Safari. When using Safari we have experienced instances of pages not completely loading and pages that don't allow agents to see all of the content or to proceed through the certification.
- Make sure your pop-up blockers are disabled.
- While uploading your license, please make sure that your name on your licenses matches **EXACTLY** how it does in sentinel. This is important because this stage matches to NIPR.

Miramar User Guide: <https://miramar-agent.com/KnowledgeBase/Article?kb=5>

Miramar Knowledge Base: <https://miramar-agent.com/KnowledgeBase>

- 1. Are agents required to attend a Face to Face before being loaded to Miramar?**
 - a. No. Agents may be added at anytime with the links above but are HIGHLY recommend to attend a face to face event. See calendar above.
- 2. Will this Miramar training certify agents for 2020 and 2021 plans?**
 - a. Yes. Agents who complete the 2021 training will be appointed for 2020 and 2021.
- 3. Is AHIP required as part of or in addition to the Miramar appointment process?**
 - a. Yes, AHIP is part of the Miramar/appointment process. There is also an option to take an equivalent certification but will cost the agent \$99. During the appointment process, Gorman will simply ask for an AHIP certificate verifying that they completed the training. Agents simply need to upload their AHIP certificate and then they can move to the next step in the appointment process. Do not use special characters when naming your AHIP.
- 4. How long is the appointment process?**
 - a. This varies depending on how fast an agent can complete the training modules and test. On average an agent takes 3-5 business days.
- 5. I forgot my login. How do I get that information?**
 - a. Please reach out to our Broker Support team to assist you. They can provide your login information.
 - i. Email: brokers@cloverhealth.com
 - ii. Phone Number: (855) 979-2236
 - iii. CloverFulfillment@alliedprinting.com
- 6. I finished my training and exams. Can I start selling right away?**
 - a. You are **not** allowed to sell or market Clover until you received an email stating you are appointed even if you already completed all training necessary. This email may take up to 2-5 days as uploaded documentations must be verified.
- 7. How many attempts to pass the Product Certification Program?**
 - a. 3 attempts to pass each of the assessments. The Program instructions state that once the agent accesses the exam module, it is counted as an attempt. Must have an 85% or higher or the agent cannot become certified. The training module is locked during an exam. If the agent fails the exam, the training module is unlocked so the agent can review the material before another attempt.

Miramar Agent Guidelines & Tips

- The Miramar: Agent Core Module allows an agent 3 attempts to pass. The Program instructions state that once the agent accesses the exam module, it is counted as an attempt. Once the attempts are taken, and a passing grade of 90% is not achieved, that agent cannot become certified. The training module is locked during an exam. If the agent fails the exam, the training module is unlocked so the agent can review the material before another attempt.
- Agents will proceed through the program to complete all required steps. Please note that even though the program steps are completed there may be items still pending review. Agents are not certified to sell until they are listed under the “Ready to Sell” section on their agent dashboard. You will receive a daily report on your agent's certification status. Your agents must confirm with you that they are certified to sell the Clover Health 2021 Medicare Advantage and Prescription Drug Plans prior to marketing these plans.

Ready to Sell Agents

Once agents become RTS, agents will receive an email from Miramar: Agent stating the states they are RTS in their designated states and then are guided on requesting access to our broker marketing portal (see link below). As well, agents will be emailed our plan information, selling tips, helpful resources, access to our remote enrollment platform, and MORE. Agents will be emailed from our contracting@cloverhealth.com or brokers@cloverhealth.com email. Clover Health will use agents Miramar email, so please keep it up to date.

Broker Marketing Portal: [Click here](#)

We look forward to our continued partnership in the Medicare Advantage market. Please contact your local Sales Representative, broker support or contracting with any questions.

- **\$0/low monthly premiums**
- **\$0/low unlimited PCP copay**
- **\$0/low copays without higher out-of-network costs**
- **Dental, vision, and OTC Benefits!**